

In January of 2004 I subscribed to Verison Wireless for Cellular service. The quality of the service has been very bad to poor at all times. I have to drive at least 5 miles from my home to get a call out and I live in the middle of Paradise, Ca. I have over half of my calls dropped. I have lost out on work because, I can not be reached via my cell phone. I have tried to complain to Verison and can seldom get past their automated service. I have been billed for fees and other services that I was not informed of when I signed up. I called to terminate my service and requested a final bill to know exactly how much I needed to pay to close out the account so that the early termination fee would be included and I would only have to make one final payment. I was told that I would have to pay my current bill which was past due, before I could request termination. I explained that I would pay the past due bill and the termination bill at the same time. The service (and I use the term loosely) representative informed me that I could not terminate until after I had paid the past due bill. Then and only then would I be able to terminate. These people are unethical, unsatisfactory in their service and in dealing with their customers. My personal opinion is that you should revoke their licence to operate as they seem to consider it a licence to steal from and abuse their clientle.